

**Sheri L. Kellams, RN**  
**Clinical Supervisor**

**Project Role**

Ms. Kellams is a Clinical Supervisor for the Oregon Health Plan Care Coordination Program. In this role, she is responsible to supervise Health Coaches and non-clinical Care Coordinators. With responding to behavioral health issues during the current scope of work, she will assist with the implementation of the Independent and Qualified Agent scope of work, assuring the seamless provision of care coordination services to individuals in the 1915(i) waiver program.

**Experience Summary**

Ms. Sheri Kellams is a Registered Nurse with over 25 years of nursing experience. She has been a member of the Oregon Health Plan Care Coordination Program since its inception. As Clinical Operations Supervisor, she responds to clinical operational issues and concerns while promoting quality and productivity in the administration of health services. Ms. Kellams is self-motivated, results driven, and resourceful with a successful track record of building and maintaining great teams of workers and communicating effectively with staff members. She is experienced at supporting, developing and motivating teams to improve performance, and driving continuous improvement across a range of work activities. Ms. Sheri Kellams is highly organized and flexible with leadership qualities achieved through 25 years of relevant experience in healthcare.

**Employment History**

**APS Healthcare, Portland, OR** **2009 – Present**

*Clinical Operations Supervisor - Oregon Health Plan Care Coordination Program*

**Key Responsibilities**

- Supervise Telephonic RN Health Coaches with crossover to Community Based RNs and Non-Clinical Care Coordinators.
- Manages the behavioral health component and follow-up of suicidal ideation and attempts
- Part of the implementation team for the start-up of the Duals Eligible population, including initiation of Policies & Procedures, workflows and reporting mechanisms
- Intricately work on compliance with all contract requirements
- Develop policies to create and maximize performance
- Led the hiring of staff for the expanding membership of 28k clients from the new amendment

- Supported staff as the growth of state-expanded Medicaid led to increased call volumes from both eligible and non-eligible clients
- Part of the team focused on compliance with contract requirements, leading to an excellent audit score of 96% from Ernst and Young
- Conduct presentations of the charting system to state employees and APD/AAA representatives
- Obtained access to electronic charting at Salem Hospital for RN Health Coaches, RN Case Managers and RN Community Based staff

### **Providence Hood River Hospital, Hood River, OR**

**1989 – 2006**

*Intensive Care Registered Nurse*

#### **Key Responsibilities**

- Team Leader and cross-trained to the Emergency Department, Post-Anesthesia Care Unit, Medical/Surgical Department and Family Birth Center.
- Mentoring new staff and new nursing graduates preceptor
- Cross section of patient profiles including Cardiac, COPD, Surgical, Diabetic and Trauma for all age ranges
- Independent work history and member of the Trauma Team

### **Education**

Associate Degree in Nursing, Associate Degree in Accounting, Portland State University, Portland OR and MHCC Gresham, OR

### **Certifications**

Oregon RN License # 89-003233RN